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Cap. 6 How to Improve



JOB RELATIONS



A PLAN
that will help you get
and keep good working
relations with people on a
job, and will improve the way
to handle a problem when it arises.

This pamphlet has been prepared for use in
JOB RELATIONS TRAINING

UNITED STATES DEPARTMENT OF AGRICULTURE
EXTENSION SERVICE WAR FOOD ADMINISTRATION
MAY 1945 EXTENSION FARM LABOR CIRCULAR NO. 27

THESE FOUR STEPS
WILL HELP YOU:

- SIZE UP A PROBLEM
 - WORK OUT A SOLUTION
 - DO SOMETHING ABOUT IT
 - KEEP RELATIONS GOOD
-

STEP 1. GET THE FACTS

Review the record.
Find out what rules and customs apply.
Talk with the individuals concerned.
Get opinions and feelings.

BE SURE YOU HAVE THE WHOLE STORY.

STEP 2. WEIGH AND DECIDE

Fit facts together and consider bearing on each other.
Check practices and policies.
Decide on your objectives - what you want to accomplish.
Consider possible actions.
Weigh effect on the individual, the group, and the work.

DON'T JUMP AT CONCLUSIONS.

STEP 3. TAKE ACTION

Time your action properly.
Handle it yourself, if practicable to do so.
Get help if you need it.
Refer action to someone else, if advisable.

DON'T PASS THE BUCK.

STEP 4. CHECK RESULTS

Decide on how soon you should follow up
and how often you will need to check.
Watch for changes in attitudes, relationships,
and work accomplished.

BE SURE YOUR ACTION HELPED.

THINK THROUGH THE PROBLEM BEFORE YOU ACT

STATE THE PROBLEM _____

STEP 1. GET THE FACTS (Include opinions and feelings)

STEP 2. WEIGH AND DECIDE

- A. Objectives - what you want to accomplish with - the individual, the group, and the work.
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- B. Possible actions - resulting from weighing the facts and considering their bearing on each other.
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- C. The final decision - resulting from weighing the effect of each possible action on the objectives.
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STEP 3. TAKE ACTION

Who should handle it: _____ When: _____

How to proceed: _____

STEP 4. CHECK RESULTS

How soon: _____ How often: _____

What to look for: _____

RESULTS ARE OBTAINED THROUGH PEOPLE

- How to get and keep good relations with the people we work with is a problem common to all of us -
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THE FOUNDATIONS FOR GOOD RELATIONS

- Certain basic rules or methods of dealing with people which tend to create favorable situations and prevent problems from arising -
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LET EACH WORKER KNOW HOW HE IS GETTING ALONG

Figure out what you expect of him.

Point out to him ways to improve.

GIVE CREDIT WHEN DUE

Recognize extra or unusual performance.

Tell him while it's fresh.

TELL A WORKER IN ADVANCE ABOUT CHANGES THAT WILL AFFECT HIM

Tell him WHY if possible.

Get him to accept the change.

MAKE BEST USE OF EACH WORKER'S ABILITY

Look for ability not now being used

Never stand in a person's way.

PEOPLE MUST BE TREATED AS INDIVIDUALS